

welcome home!



BECKETT
FARMS

Resident Handbook

1111 Gennett Circle | Fort Mill, SC 29715

(803) 792-4745 | BeckettFarms@prgrealstate.com

www.beckett farms-prg.com/

Your T-Code:





Frequently Asked Questions

1 of 4

What is the public wifi password?

The network is Beckett Farms. The password is farms1111.

Wi-Fi can be accessed in the clubhouse, fitness center, and pool.

Does the office accept packages?

We do not. We have Parcel Pending, which is a charge of \$6.00 per month.

Are any utilities included with rent?

Utilities are not included. Beckett Farms will email your total balance, including water/sewer charges and any applicable fees (trash, pet rent, etc.), on the first of the month.

Water/sewer is conveniently sub-metered and managed by a company called ConService. You will receive your water usage statement by email from ConService monthly. This balance will be paid to Beckett Farms directly with your rent (not to ConService).

Beckett Farms is partnered with Valet Living to provide door-to-door trash collection. Valet Living is billed with rent in the amount of \$25/month.

Electricity is metered by and paid to York Electric, who can be contacted at 803-548-4244 or www.yorkelectric.net. Your electricity account must be active by your move-in date and throughout your residency.

When should I expect Valet Living to complete their collection?

Valet Living completes door-to-door pick-up Sunday-Thursday. We recommend that trash be placed outside in the Valet Living container by 7 PM to ensure collection.

When is rent due?

Rent is due on the 1st of every month. Rent is considered late after the 5th of every month. Partial payments are not accepted.

What happens if my rent is late?

A late fee equal to \$150 will be charged at the close of business on the 5th of every month. Once rent is late, payment will only be accepted in a certified cashier's check or money order(s) and only for the full amount. Partial payments are not accepted.



Frequently Asked Questions

2 of 4

What happens if my rent is later than the 11th of the month?

Court filing takes place on the 11th of every month. This is the first step in the eviction process. The filing fee is \$105. The full balance, including court filing fees, is due no later than the 25th of the month in a certified cashier's check or money order(s) only. If paid after the 25th, the following month's rent is due upfront at the same time. We may reserve the right to no longer accept your payment. Partial payments are not accepted.

Why do I need renter's insurance?

You must maintain an active renter's insurance policy with at least \$100,000 in personal liability coverage. Additionally, the following must be listed as "additional interest" on your policy:

Insurance Tracking

PO Box 100513

Florence, SC 29502

Renter's insurance not only covers the possibility of unexpected financial burdens for damage due to fire, smoke, or flood but also covers your personal possessions for damages resulting from fire, theft, vandalism, or windstorm. Make sure to talk with your provider since policy coverage may vary. If you would like more information or set up coverage through our preferred insurance vendor, Assurant, they can be reached at 1-855-846-9278.

May I transfer to a different unit at Beckett Farms?

Beckett Farms wants to accommodate your changing lifestyle, and we will gladly transfer you to another apartment. However, one must have lived in their current apartment for at least 6 months and have no late payments to qualify to transfer. Submit a transfer request with the leasing office, and we will conduct a pre-move-out inspection of your current apartment. We may require further income verification. Once your transfer request is approved, you will need to pay a non-refundable transfer fee of \$500. Note - Deposits could change upon transferring, dependent on the situation.



Frequently Asked Questions

3 of 4

Does maintenance change air filters?

We conduct preventative maintenance typically on a quarterly basis. We change filters and test smoke detectors inside every unit.

Is Beckett Farms a smoke-free community?

Yes, smoking is prohibited outside or inside apartment homes. Smoking is prohibited in and immediately around all amenities, common areas, and within the apartment suite. Smoking does include cigarettes, cigars, vapes, pipes, and any type of burning tobacco. There will be a fine of \$100 for smoking on the property and a \$500 fine for smoking inside the apartment home (including the patio).

May I have my locks changed?

Yes, we will be glad to change your locks and provide you with new keys if you request them in a work order. All leaseholders must agree in writing to have locks changed. However, per your lease, there is a \$50 charge for this service, and it can only be done during regular maintenance hours. We may ask for the payment upfront before the service is performed.

How much notice do I need to give if I want to decline to renew my lease?

Of course, we'd love for you to renew instead! A written notice 60 days prior to the end of your lease is required. If you miss the 60-day mark, your lease will automatically renew for one month at the month-to-month rate.

What if I need to break my lease?

For any reason other than the fulfillment of the Military Personnel Clause of paragraph 22 in your lease agreement, you have two options: (1) Submit a 60-day or more written notice, then pay a buy-out fee equal to one month's rent, or (2) Submit no notice up to 59 days and pay a buy out fee equal to three month's rent.

May I add someone to my lease, such as a new roommate, friend, or family member?

Yes. The new tenant will be required to apply and pay the application fee and pass our rental requirements the same as every other leaseholder. Once approved, we will create a new addendum to your lease, which must be signed by all current leaseholders, the new leaseholder, and us. There is a \$175 lease change fee due upon signing of the roommate addendum. The security deposit may be affected.



Frequently Asked Questions

4 of 4

May I get a pet after I move in?

Yes! We are a pet-friendly community. Before you get the pet, you must fill out a pet application with the office and pay the current pet fees. Please be advised that certain breeds of dogs are restricted. If a pet is found in your apartment without proper approval from the office and payment of the pet fees, you will be subject to a \$300 fine. The pet fee is \$300 for one pet and \$500 for two pets. There is also pet rent in the amount of \$20/pet. Please see the pet policy attached at the end of this handbook for more details.

Can I rent out the clubhouse?

Yes, the clubhouse is able to be rented out. The fee to rent the clubhouse is \$300. The clubhouse can be rented starting after business hours until 10:00 pm. We do not rent the clubhouse out on any holiday.

May I bring guests to the pool?

Yes, you may bring 2 guests with you to the pool as long as you are present with them and you and/or your guests are not creating a disturbance to others.

May I grill at Beckett Farms?

Unfortunately, you cannot use a charcoal or gas grill in your apartment or on the balcony or patio. This is a fire hazard. We do have two gas grills that you are welcome to use. These grills are located in the pool area. Gas grills are not allowed to be used or stored at your apartment.

What Internet/cable provider do you recommend?

We recommend Spectrum. Gary Christon is Beckett Farm's personal contact. Please reach out to Gary at Gary.Christon@charter.com or (704) 930-6408 for your Internet/cable needs.

Review

Like

Follow



Please leave us a Google Review, like us on Facebook, and follow our Instagram!

KINGSLEY ASSOCIATES:



We take the utmost pride in our community and want to ensure your time at Beckett Farms is nothing short of exceptional! To help us achieve this goal, we have implemented a survey system that gathers your feedback. You will receive occasional surveys via email from Kingsley inquiring about your experiences at Beckett Farms. **We welcome your responses!**

Thank you!

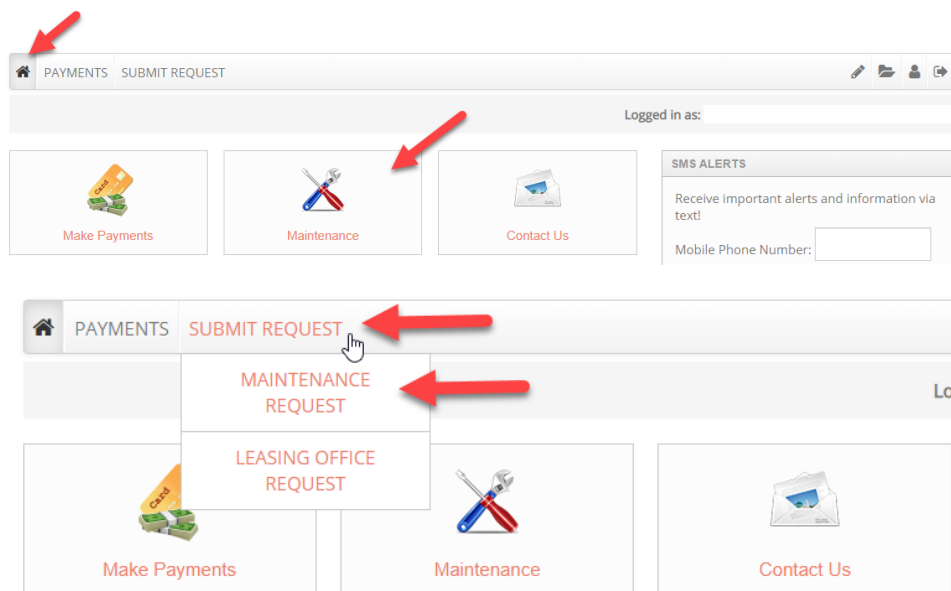
HAVE A SERVICE REQUEST?

LET US KNOW 24/7!

Service requests are completed in order of age in queue and priority. Please be aware that requests made online may not be seen until the following business day.

Option 1: Submit a Request Through Resident Connect:

We will be notified immediately when you submit! This is a great way to communicate requests in your own words. You can even upload pictures!



Option 2: Send us a Text or an Email:

Email beckettfarms@prgrealestate.com.

Make sure you include your name and address in the message.

Option 3: Call our 24/7 Resident Service Line:

You can call us at **(803) 792-4713** to notify us of your service request. If the office is closed or we are unable to answer the phone, a member of our Call Center team can notify us right away!



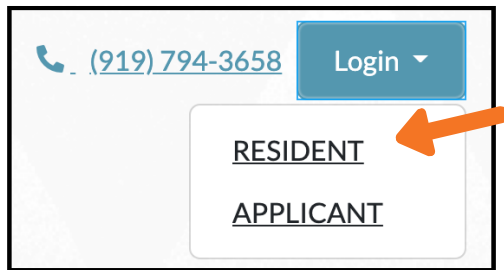
FOR EMERGENCIES, PLEASE CALL (803) 792-4713.
THE CALL CENTER IS AVAILABLE 24/7. FOR A FIRE, CALL 911.



PRG RESIDENT CONNECT

Resident Connect is your handy online resident portal! From here, you can contact us, post on the residents' bulletin board, submit service requests, pay online, manage your notification settings, and more.

- To register, go to www.beckett farms-prg.com/ and select **Login** in the top right-hand corner. Then, select **Resident**.



- Choose **Click here to register**.

Welcome to Resident Services

If your username is not an email address, [click here to login](#).

- Fill in the required information on the registration screen.

Your **registration code** is the t-code or r-code that management provided for you.

***Important: The email you use must match the one management has on file!**

Don't forget to **accept** the terms and conditions and press **Register** when you are finished!

Already a member? [Click here to login](#).

User Registration

* Denotes a Required Field

Personal Details

Account Information

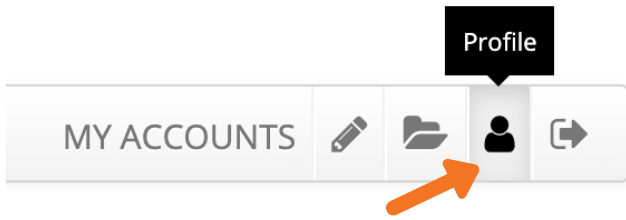
User Verification

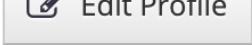
Voila! You are registered for Resident Connect! You may need to check your email to verify your account.

COMMUNICATION SETTINGS

Now that you are registered, it's time to modify your communication settings in Resident Connect. At Beckett Farms, we send helpful and important information by email and sometimes by text message. **Make sure you opt-in as soon as possible!**

1) First, navigate to your **profile**. Select this button near the top right-hand corner of your dashboard:



2) Press  near the top right corner (below "MY ACCOUNTS") to adjust your communication settings. Make sure you opt-in for emails and SMS (text) notifications!

My Profile

Email:

Office1:

Home:

FAX:

Allow Text (SMS) Notifications:

Mobile Phone for Texts (SMS):

**See Disclosure. Rates may apply.*

Bulletin Board Display Name:

Bulletin Board Email Notifications:

Allow personal messages from Bulletin Board:

Subscribe to Voice Calls:

Subscribe to email notifications:

When you are finished, scroll all the way to the bottom and press **Update Profile** to save your settings!

Update Profile

ONLINE RESIDENT RESOURCES

- View Your Handbook
- See Community Updates
- Text the Office Staff
- Get Resident Event Updates
- Go To Resident Connect
- Find Answers to FAQs
- Review Policies
- Follow us on Social Media
- Review us on Google
- ... and more!

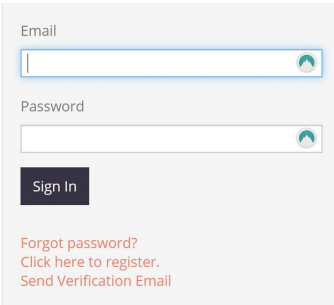
COMMUNITY AMENITIES

- Sparkling Outdoor Pool
- Gated Bark Park
- Pet Spa
- 24-Hour Yoga, Spin and Virtual Fitness Center
- Car Wash
- Playground
- Outdoor Grilling Station
- 2 Charcoal Grills
- 2 Fire Pits
- Private Garages
- Outdoor Kitchen
- Community Events
- 24/7 Emergency Maintenance
- Valet trash
- Complimentary WiFi in Amenity Areas
- Easy Access to I-77



ALL THE WAYS YOU CAN PAY

RESIDENT CONNECT



Email
[input field]

Password
[input field]

Sign In

[Forgot password?](#)
[Click here to register.](#)
[Send Verification Email](#)



RENT CAFÉ APP

Download the app on your smart device to access PRG Resident Connect anywhere!

- Easy-to-use online portal
- Available 24/7
- Set up monthly auto pay
- Make a one-time payment via a checking/savings account or a credit card*

* a convenience fee may apply



PAY BY PHONE

- Call toll-free: **(833) 971-2622**
- Available 24/7
- Credit Card payments only

CERTIFIED FUNDS



- Money Order, Cashier's Check, Certified Check
- Drop off at the leasing office
- If you have an NSF payment, you must use this payment option for the next 6 months



PAY BY TEXT

Opt-in to SMS notifications on your Resident Connect portal and then register on the payments tab



PERSONAL CHECK

Drop off in the leasing office. Personal checks may be processed a few business days after receipt.

PARKING POLICY

- One vehicle per lease holder is allowed.
- As stated in your Lease Agreement, any vehicles that are deemed to be illegally parked are subject to towing at any time without warning. A vehicle is considered unauthorized or illegally parked if it (is):
 - Has a flat tire or is rendered inoperable
 - Is on a jack, blocks or has tires missing
 - Has no current license plate
 - Takes up more than one space (Double Parked)
 - Is parked in a designated handicapped space without the legally required handicapped insignia
 - Blocks another vehicle from exiting
 - Is parked in a fire lane or other designated “Do Not Park” area
 - Is parked in the grass or on sidewalk
 - Blocks garbage trucks from access to a dumpster

Please note that Beckett Farms has no authority once your vehicle has been towed from the property. If you do find that your vehicle has been towed, please contact:

SL Recovery
542 Roundtree Rd. Charlotte, NC
28217
(704) 889-2608





RENTERS INSURANCE Is ESSENTIAL.

FIRE

FACT: Last year, there were **1,298,000** fires in the U.S. That means every minute, fire departments responded to 2 to 3 fires. The value of belongings residents lost equals **\$11.5 Billion.**

Source: *The National Fire Protection Association*



EXPLOSION

FACT: The average household contains between 3 and 10 gallons of materials that are classified as **hazardous...** the dangers of explosion, fire, or reaction are constant in their storage.

Source: *Ohio State University Fact Sheet*



WATER

FACT: The average cost of a water damage claim is **\$6,965** and annual costs to insurance companies for water and mold damage adds up to **\$2.5 Billion.**

Source: *Water Damage Defense*



BURGLARY & THEFT

FACT: Last year the number of thefts and burglaries was **7,932,918.** That's more than 15 occurrences every minute. The value of stuff victims lost was over **\$12 Billion!**

Source: *The Federal Bureau of Investigation*



Accidents happen every day. Could your residents pay for damages from fire, smoke, explosion or water? Could they afford to replace their belongings if they lost everything?

Assurant Renter's Insurance* covers all of the above, with
guaranteed acceptance.
**HO4 Policies Only*

PET POLICY

1 of 3

This policy establishes the rules and conditions under which a pet may be kept at Beckett Farms. The primary purpose of these rules is to establish reasonable requirements for the keeping of common household pets in order to provide a decent, safe, and sanitary environment for all residents and to preserve the physical condition of the property. These rules do not apply to assistance animals, which are not considered pets, except as indicated below.

Registration

- 1) Residents must obtain prior approval before moving a pet into their apartment by completing an application form available in the office. A current photo of the pet must be attached to the application. If local law requires, the pet must have a current license.
- 2) Once approved, the resident must sign a pet addendum authorizing the pet for the apartment and paying a fee and the first month's pet rent.
- 3) At the time of lease renewal, updated license information must be provided if applicable.

Types and Number of Pets

- 4) Pet ownership shall be limited to common household pets, which shall be defined as follows:
 - a. Chargeable pets: Dogs, cats, and ferrets
 - b. Birds: Birds commonly kept as pets (no pigeons or birds of prey such as hawks, eagles, condors, etc.)
 - c. Aquarium pets such as tropical/goldfish, frogs, snakes, lizards, and turtles
 - d. Caged pets such as iguanas, guinea pigs, hamsters, and gerbils
 - e. No other species of animal or any exotic animal is permitted.
 - f. Prohibited animals: Livestock, poisonous reptiles/amphibians/fish, rodents (except as listed above), insects, and arachnids.
 - g. Also prohibited are certain breeds of dogs, including Doberman Pinschers, Chows, Pit Bulls, Rottweilers, German Shepherds, and any mixed breed dog with identifiable characteristics specific to one of these breeds.
 - h. Any animal deemed by Management to be potentially harmful to the health or safety of others, including attack or fight-trained dogs, will not be approved.
- 5) Number of pets:
 - a. A maximum of two (2) dogs or two (2) cats are allowed per apartment.
 - b. No single pet will be permitted, which is expected to exceed eighty (80) pounds in weight at maturity or a combined weight of one hundred (100) for two.
 - c. No resident shall have more than one aquarium, which shall not have a capacity of more than 20 gallons unless renter's insurance is provided.

PET POLICY

2 of 3

Pet Ownership Rules

- 6) For Chargeable pets: A non-refundable pet fee of \$ 300.00 for one pet and \$500.00 for two pets, and a monthly pet fee will be charged.
- 7) Renter's insurance is required for any aquarium in excess of twenty (20) gallons in size.
- 8) The Resident shall keep his/her pet inside the apartment at all times except for transporting on and off the property and daily walks/curbing for dogs. When outside the apartment, dogs must be controlled on a leash. Other pets shall be in suitable portable cages.
- 9) Pets must be quartered in the resident's apartment. No doghouses or tie-outs will be permitted.
- 10) The Resident shall keep the apartment and surrounding areas free of pet odors, insect infestation, waste, and litter and maintain the apartment in sanitary condition at all times.
- 11) Dishes or containers for food and water must be located within the resident's apartment. Food and/or table scraps shall not be deposited on the patio, balcony, or common areas.
- 12) Residents shall not feed or water stray or wild animals.
- 13) Pets are strictly prohibited from the playground, swimming pool, recreational facilities, and laundry areas.
- 14) Every pet owner is responsible for the proper disposal of fecal waste of his or her pet. Pet waste shall be bagged and disposed of in an appropriate trash receptacle. Pet waste or pet litter shall not be deposited in the toilet or in community trash receptacles.
- 15) Pets shall not be curbed on shrubbery, flowers, small trees, structures, vehicles, or property of other persons.
- 16) Pet owners who fail to remove and dispose of pet waste will be charged a \$50.00 pet waste removal fee per occurrence.
- 17) Residents will restrain and prevent the pet from gnawing, chewing, scratching, or otherwise defacing doors, walls, windows, floor coverings, and other fixtures of the resident's apartment and common areas. Pet owners are liable for all damage caused by their pets, including the cost of exterminating fleas or other pet-borne pests. The resident shall pay promptly, upon receipt of a bill, for the cost of all materials and/or labor for the repair of any damage caused by their pet.
- 18) All approved birds must be caged at all times.
- 19) Residents will not allow pets to disturb the health, safety, rights, comfort, or quiet enjoyment of other residents.
- 20) Pets must comply with all local ordinances, including shots, licenses, and leash laws.
- 21) The presence of a pet may not interfere with the routine pest extermination of the apartment. The resident is responsible for removing or otherwise protecting pets every time extermination is scheduled.

PET POLICY

3 of 3

Pet Ownership Rules (cont'd)

- 22) Any animal found on the grounds or in common areas without a proper license or tags will be reported to the local animal control unit or other applicable authority for its removal.
- 23) No pet is to remain unattended, without proper care, for more than 24 hours. The resident shall designate one or more persons as an emergency contact that can tend to the pet if the resident is unable to do so. In instances where a pet appears to have been abandoned for more than 24 hours, and an emergency contact cannot be located, Management shall report the matter to the local authority for its removal. If necessary, Management will enter the apartment, as in an emergency, to rescue the animal.
- 24) Residents shall not alter their apartment, patio, balcony, or other areas to create an enclosure for a pet.
- 25) Visitors with pets will not be allowed on the premises, with the exception of Assistance Animals. Residents may not temporarily care for the pets of friends or relatives in their apartments.
- 26) Residents shall allow Management to inspect their apartment as required to ensure compliance with these rules.
- 27) A copy of these rules shall be given to every resident who registers a pet, and additional copies will be available at the Management Office.

Enforcement

- 28) All violations of this pet policy shall be dealt with as a material violation of the lease, and appropriate lease enforcement actions up to and including eviction shall be taken.
- 29) If Management determines, by its sole discretion, that the presence of a pet constitutes a risk of damage to property, creates a threat to the health and safety of any person, including residents, household members, guests, and/or employees, Management may require the removal of the resident's pet upon 48 hours written notice. Failure to comply with this notice shall be deemed a violation of the resident's lease obligations and grounds for eviction.
- 30) Any violation of the policy shall give rise to all appropriate remedies under the lease, including eviction proceedings.
- 31) In the case of a vicious dog, Management may make a complaint to the local animal control unit.

Unauthorized Pet

- 32) If a Resident is found to have an unauthorized pet, a letter of violation will be issued, and a \$300 Pet Fee will be added to the account of the offender. This letter shall state that the resident must remove the pet immediately. The pet may not re-enter the apartment until proper application and approval for the pet have been received. If the pet isn't removed from the premises or the Resident fails to respond to the letter within seven (7) days, the resident will be issued a Notice to Quit.